

# Access NCWORKS

Providing high quality career services through a  
virtual omnichannel setting



# What is Access NCWorks?

- ▶ An omnichannel solution that boasts a comprehensive Self-Service Knowledge Base (GUIDE), Chat, Talk, and Web Form options to customers for a virtual customer service experience
  - reach unemployed and underemployed citizens with access barriers to NCWorks Career Center services
  - provide high quality career services through a virtual multi-channel setting

# What Access NCWorks is Not

- ▶ Replacement for in-person, one-on-one help
- ▶ Way to circumvent services/processes
- ▶ A robot take over of NCWorks

# Why Access NCWorks?

- ▶ Reduces dependence on brick and mortar Career Centers while increasing access to NC citizens to Career Center services, especially in our rural areas
- ▶ Use of Self-Service Knowledge Base reduces dependence on call center staff for simple questions
- ▶ Increases access to career services through the use of cell phones

# Why Access NCWorks? (Cont.)

- ▶ Connects jobseekers to virtual resources
- ▶ Reduces the amount of time that jobseekers have to spend in the Center (Wagner-Peyser enrollment)
- ▶ Frees up staff to provide more intensive, face-to-face services to customers that need it

# How Does it Work?

- ▶ The software behind Access NCWorks is Zendesk. Zendesk allows you to create a personalized customer service experience



[The Zendesk omnichannel approach | Zendesk Library](#)

# How Do We Do it?

- ▶ 4 Contact Center Staff are on rotating shifts for answering the phone
- ▶ 2 people on at a time
- ▶ Self-service knowledge base (GUIDE) includes 45 articles
  - ▶ Job Seekers
  - ▶ FAQ
  - ▶ Community Resources
  - ▶ Unemployment Insurance

# Guide has 45 Published Articles

ACCESS  
NCWorks

Search

Sign in



Job Seekers



Frequently Asked Questions



Community Resources



Unemployment Insurance

Customer Call Center 1-888-737-0259

## Promoted articles

Contact Information

Hours of Operation

How Do I Reset My Password for NCWorks.gov?

Help



# Comprehensive Reporting Functions

## Reporting

Overview

Leaderboard

Knowledge Base

Community

Search

Talk

Satisfaction

Insights

Reporting period:

Last 30 days

### Ticket Stats

943

Solved Tickets  
(total)

1

Backlog  
(current)

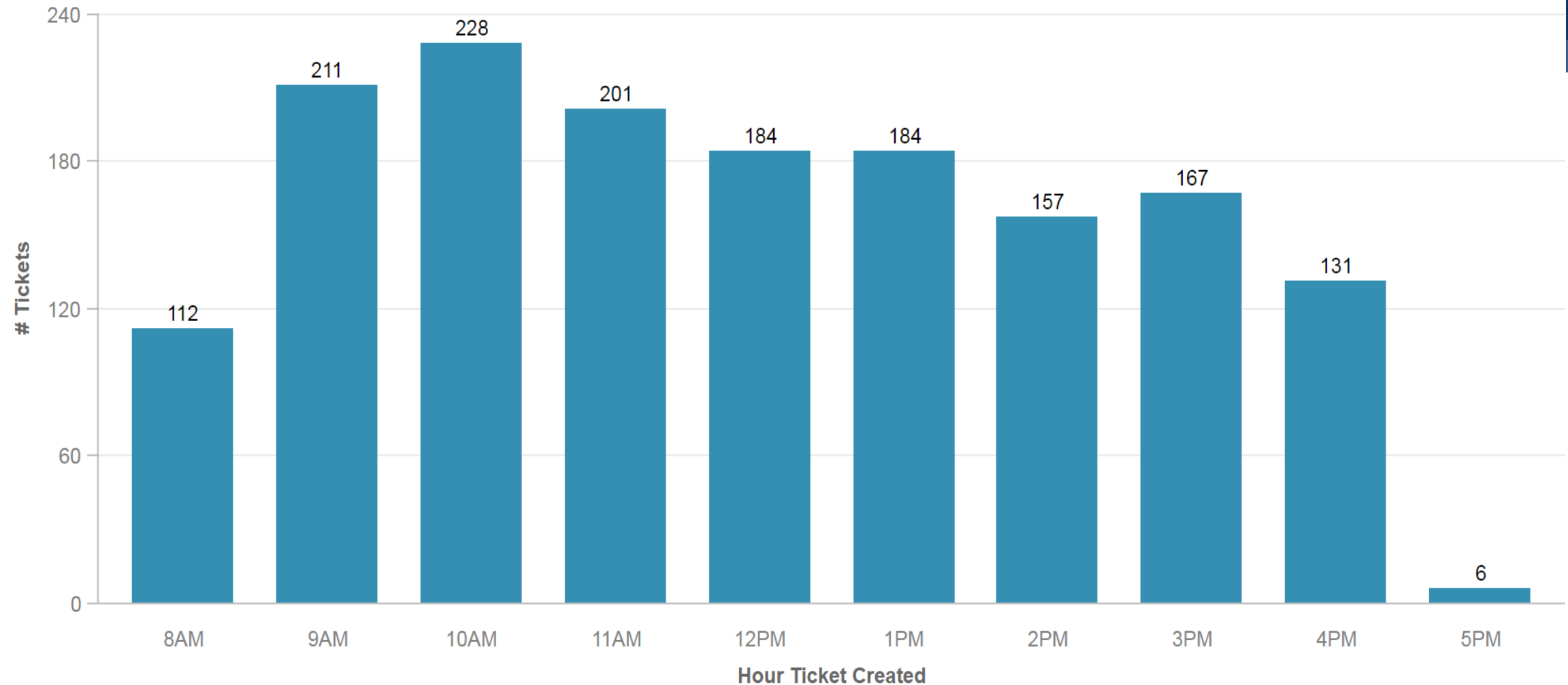
3,958

Agent Touches  
(total)

100%

Satisfaction Rating  
(average)

# Reporting -- Tickets Created by the Hour



# Outreach



# ACCESS NCWorks

**Get help** with your job  
search from wherever  
you happen to be.

**Call today!**  
**919-715-0111**

**ACCESSNCWORKS.COM**

*Equal Opportunity Employer/Program*

# CHANGE EVERYTHING in your life with ONE CALL

ACCESS  
NCWorks

**(919) 715-0111**

Get help finding a job from wherever  
you happen to be.

► Targeted to specific zip codes

## Need a job? Or a better job?

We can help you

- Identify and improve your skills
- Build the best resume
- Obtain training scholarships
- Job search the efficient way
- Connect with employers
- *Land that job!*

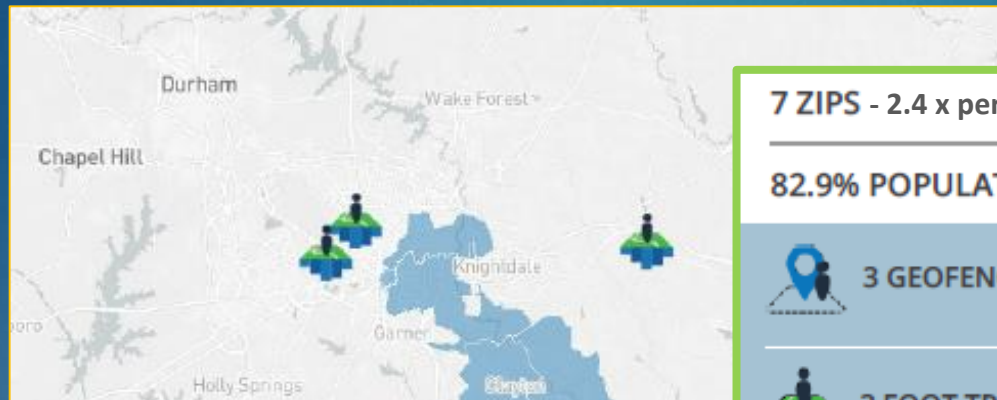
**Call today for your FREE assessment!**

**919-715-0111**

or [accessncworks.com](http://accessncworks.com)

NCWorks Career Center  
1801-B Tillery Place  
Raleigh, NC 27604

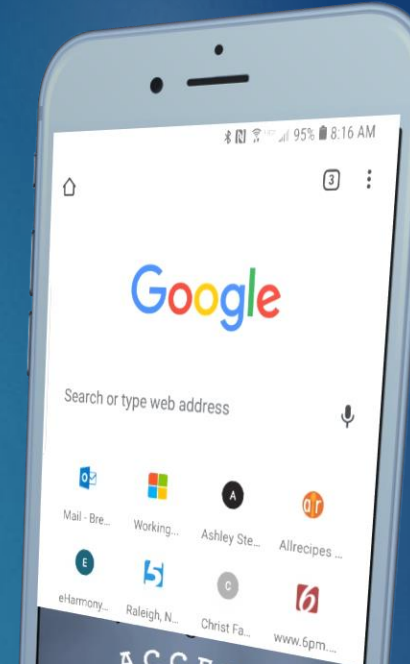
# INNOVATIVE OUTREACH -- GEOFENCING



7 ZIPS - 2.4 x per week

82.9% POPULATION

3 GEOFENCES



## WEBSITE SNAPSHOT

snagajob.com  
glassdoor.com  
resumecritiques.com  
lifescrypt.com  
mapquest.com  
foxnews.com  
weather.com  
photobucket.com  
fitnessmagazine.com  
backpacker.com

quintcareers.com  
governmentjobs.com  
whatishumanresource.com  
medhelp.org  
whitepages.com  
bleacherreport.com  
accuweather.com  
blogspot.com  
simplyshredded.com  
basspro.com

bestsampleresume.com  
helpmyresume.org  
humanresourceexplained.com  
womenshealthmag.com  
cnn.com  
livestrong.com  
weatherbug.com  
ticketmaster.com  
dailyglow.com  
gamefaqs.com

monster.com  
professionalresumes.net  
hr.alltop.com  
ask.com  
huffingtonpost.com  
cbssports.com  
flickr.com  
eonline.com  
healthline.com  
gamespot.com

# Email Blasts to NCWorks Customers

+ Add

Proactive Campaigns

Recommended add-ons:

Email Tracking for Zendesk

Dark Mode for Zendesk

Video Reply for Zendesk

Campaigns

[All Campaigns](#)

[Create campaign](#)

☐

Campaigns list ⓘ

12 campaigns

+ Add New Campaign

▼

<input type="checkbox"/>	Name ⌵	Contacts list ⌵	Status ⌵	Started ⌵	Ended ⌵	
<input type="checkbox"/>	New NCWorks Service!	All contacts	Completed	19 June 2019 10:30	19 June 2019 13:53	...
<input type="checkbox"/>	New NCWorks Service!	Created last week	Completed	03 July 2019 11:29	03 July 2019 11:36	...
<input type="checkbox"/>	New NCWorks Service!	Created last week	Completed	10 July 2019 12:18	10 July 2019 12:22	...
<input type="checkbox"/>	New NCWorks Service!	Created last week	Completed	17 July 2019 09:27	17 July 2019 09:37	...
<input type="checkbox"/>	New NCWorks Service!	Created last week	Completed	31 July 2019 10:40	31 July 2019 10:50	...
<input type="checkbox"/>	New NCWorks Service!	Created last week	Completed	14 August 2019 11:16	14 August 2019 11:17	...
<input type="checkbox"/>	New NCWorks Service!	Created last week	Completed	21 August 2019 09:10	21 August 2019 09:15	...

# Why are People Calling?

Categories - 08.10.19 - 10.10.19

Category Ticket Field Values

Saved

Options ▼

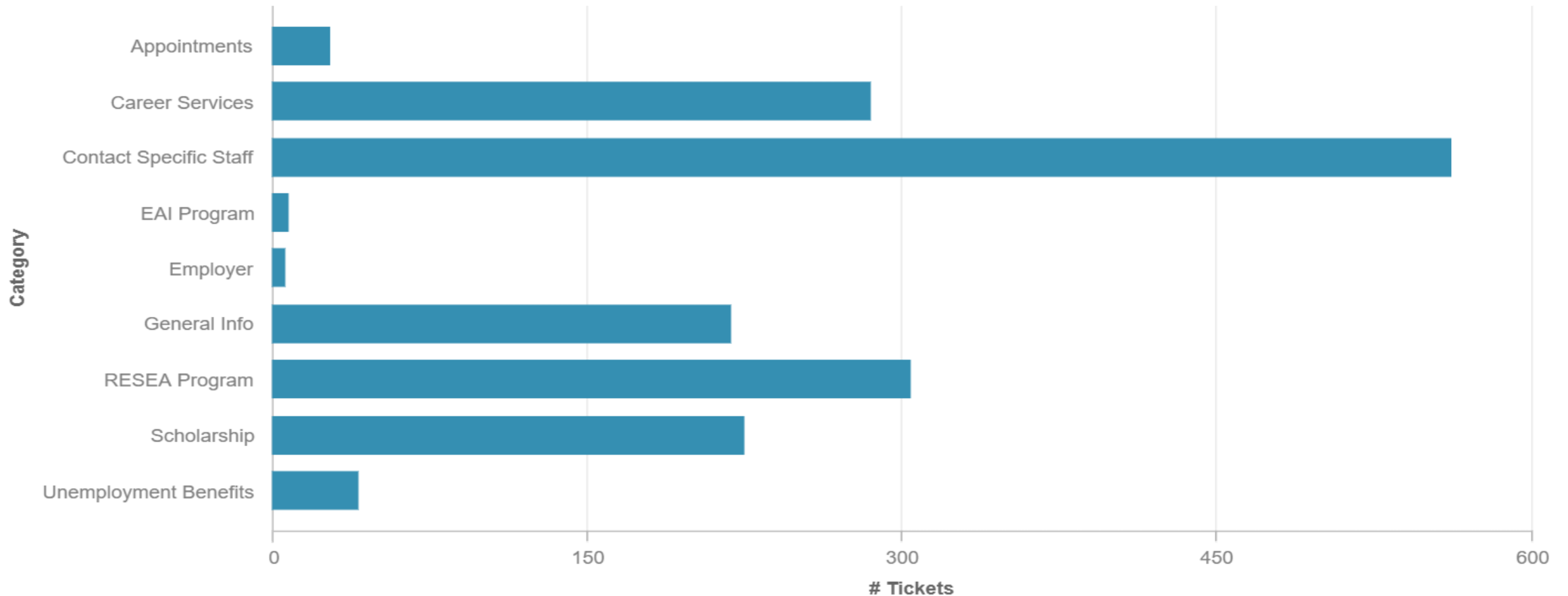
What (1)

How (1)

Filter (6)



« Show Configuration





# Demo

# Questions?

# Contact

- ▶ **For general information**

**Brent Royal, Workforce Development Specialist**

[Brent.Royal@wakegov.com](mailto:Brent.Royal@wakegov.com)

**Glenn Purnell, Employment Consultant**

[Glenn.Purnell@nccommerce.com](mailto:Glenn.Purnell@nccommerce.com)

- ▶ Access NCWorks website: [ACCESSNCWORKS.COM](https://ACCESSNCWORKS.COM)